

# EEA ePLACE Portal - Quick Guide



4/25/2023

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## A. Registering a New Account in EEA ePLACE

The new EEA ePLACE (Permitting, Licensing, Authorizations, Certifications, and Eligibility) Portal will allow you to apply for new, renew or amend permits, licenses, certifications, registrations and submit notifications. To view the list of permits that are eligible for submission through EEA ePLACE, click [here](#).

1. To use the EEA ePLACE system, you will first need to create and register for an account.
2. When you open the [home](#) page, the screen will have narrative that explains the system on the left-hand side of the page and a login button on the right-hand side of the screen.

The screenshot shows the EEA ePLACE Portal Home page. On the left, there is a 'Home' button. The main content area on the left contains a welcome message, options for licensees and applicants, and registration instructions. On the right, there is a 'Login' section with input fields for 'User Name or E-mail' (containing 'TEST') and 'Password' (containing '\*\*\*\*\*'), a 'Login »' button, and links for 'Remember me on this computer', 'I've forgotten my password', and 'New Users: Register for an Account'. Two orange arrows are overlaid on the image: one points from the 'Home' button to the 'Welcome to the Commonwealth of Massachusetts EEA ePLACE Portal' heading, and the other points from the 'Login' button to the 'Login »' button.

**Home**

**Welcome to the Commonwealth of Massachusetts EEA ePLACE Portal**

The Commonwealth of Massachusetts is pleased to offer online access to many licensing, permitting and certificate services. With EEA ePLACE, the Commonwealth hopes to deliver more efficient, convenient, and interactive e-government services.

**Options for Licensees and Applicants:**

- Apply for, Renew, or Amend a License, Permit, Certificate, Notification or Registration
- Make Payments Online

**EEA ePLACE Portal Account Registration:**

In order to utilize most of the services available through the EEA ePLACE, you must first register for an account to do any of the following:

- Apply for a License, Permit, Certificate, Notification or Registration
- Renew a License, Permit, Certificate or Registration
- Track the Status of Applications
- Review and Update Applications, Permitting and/or Certificate Information

**First Time Users:**

To register, [click here](#) create an account with a User name and Password. After registering, login to access EEA ePLACE.

**Returning Users:**

Use the log in box on the right to log in with your User name and Password to access the portal. **\*NOTE if it has been more than 60 days since you last logged into the system you will need to reset your password.**

If you are using assistive tools such as JAWS, please check our FAQs for important information. [EEA ePlace Quick Guides](#).

To search and view all pending and final decisions for Permit, Certification, License or Notification Applications submitted online and provide Comments on Applications that are open for Public Comments please visit the [EEA ePLACE Public Access Portal](#)

For additional information about the Commonwealth, please visit the [Mass.gov](#) portal.  
For EEA information, please visit the [Mass.gov/EEA](#) portal.

**Login**

User Name or E-mail:  
TEST

Password:  
\*\*\*\*\*

**Login »**

☐ Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

Please note: At this time, the EEA ePLACE Portal services only some (not all) licenses, permits and certificates issued by Energy and Environmental Affairs(EEA). It does not service any other type of license, permit or certificates that is issued or approved by the Commonwealth or any of its agencies or municipalities. EEA ePLACE does not service any federal licenses or permits.

3. If you are a new user, create a new account by clicking on the “New User” link at the bottom of the login block.

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Use the log in box on the right to log in with your User name and Password to access the portal. **\*NOTE if it has been more than 60 days since you last logged into the system you will need to reset your password.**

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For additional information about the Commonwealth, please visit the [Mass.gov](#) portal. For EEA information, please visit the [Mass.gov/EEA](#) portal.

**Login**

User Name or E-mail:  
TEST

Password:  
\*\*\*\*\*

**Login »**

☐ Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

Please note: At this time, the EEA ePLACE Portal services only some (not all) licenses, permits and certificates issued by Energy and Environmental Affairs (EEA). It does not service any other type of license, permit or certificates that is issued or approved by the Commonwealth or any of its agencies or municipalities. EEA ePLACE does not service any federal licenses or permits.

4. A screen with the system’s terms of agreement will appear. In order to continue, you will need to read and accept the terms. Then click the “Continue Registration” button.

**Home**

**EEA ePLACE Portal Disclaimer**

Welcome to the Commonwealth of Massachusetts EEA ePLACE (ePermitting) portal. In order to continue, you must review and accept the terms outlined as set forth below. Click the “Continue” button in order to proceed with the online submission process.

In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:

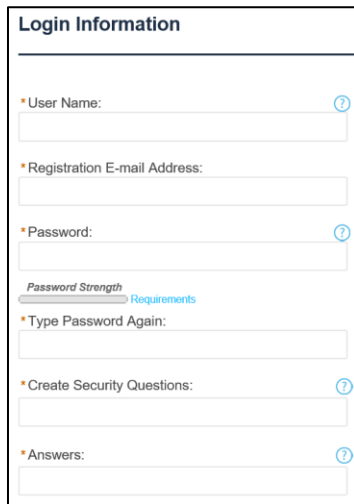
1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might be

☐ I have read and accepted the above terms.

**Continue Registration »**

5. The screen that opens requires you to provide your login information. Please note that any fields that are marked with an asterisk are required to create your account. A valid email address is mandatory.

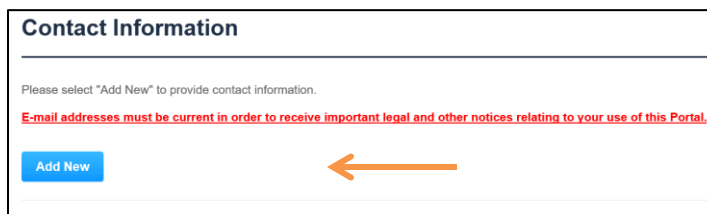
**Note:** Your password must be 8-20 characters long, have at least one number, one uppercase character, no spaces, and a special character (#, !, \*, etc.). You will also be required to select a security question and answer. Be sure to choose a security question and answer that you will remember. This information is critical for you being able to reset your password online.



The screenshot shows a registration form titled "Login Information". It contains several required fields marked with an asterisk (\*):

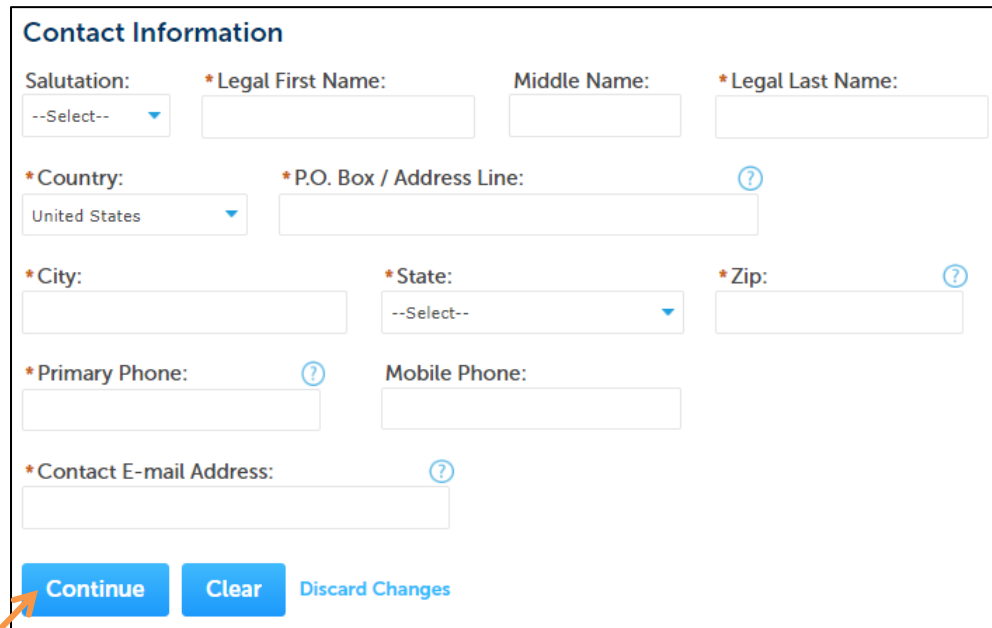
- \* User Name: (with a help icon)
- \* Registration E-mail Address:
- \* Password: (with a help icon)
- Below the password field is a "Password Strength" indicator and a link to "Requirements".
- \* Type Password Again:
- \* Create Security Questions: (with a help icon)
- \* Answers: (with a help icon)

6. After filling out the login fields, you will be prompted to go to the next section to add contact information. Click on the "Add New" button.



The screenshot shows a section titled "Contact Information". Below the title, it says "Please select 'Add New' to provide contact information." and a red line of text: "E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal." At the bottom, there is a blue button labeled "Add New". An orange arrow points to this button from the right.

7. The below screen will pop up. All fields marked with a red asterisk are required. Once the information has been entered, hit 'Continue'.
- Make sure that your email address is the same as the one you used at the time of registration.
  - Make sure to enter your LEGAL NAME in the first, middle and last name fields – as this information will be used to print on Permits/Licenses/ Notifications/ Registrations/ Authorization Letters.



**Contact Information**

Salutation: --Select--    \* Legal First Name:    Middle Name:    \* Legal Last Name:

\* Country: United States    \* P.O. Box / Address Line:    ?

\* City:    \* State: --Select--    \* Zip:    ?

\* Primary Phone:    ?    Mobile Phone:

\* Contact E-mail Address:    ?

**Continue**    **Clear**    Discard Changes

An orange arrow points to the 'Continue' button.

8. Once all required information is entered, click "Continue registration".



**Contact Information**

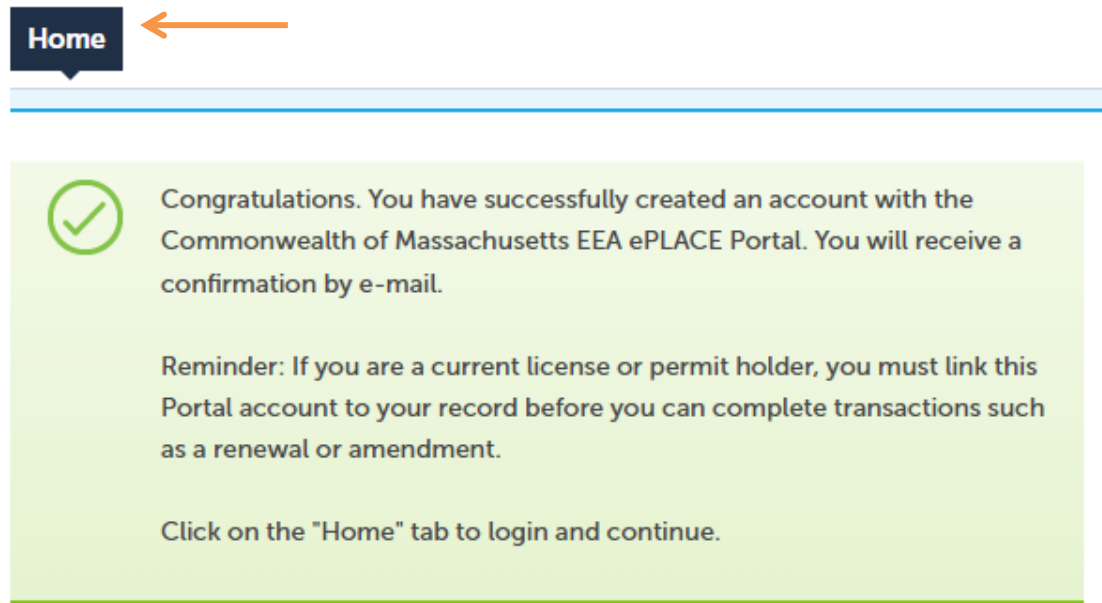
---

✓ Contact updated successfully.

**Mr. BENJAMIN J WEISMAN**  
BEN.WEISMAN@FAKE.COM  
Primary Phone: (788)978-7788  
Mobile Phone:  
Alternate Phone:  
Fax Number:  
[Edit](#) [Remove](#)

**Continue Registration »**

9. You have now successfully created a user account in the EEA ePLACE portal! You will be asked to go back to the home page and login into the portal.



## B. First Time Users

1. Current users of the EEA ePLACE portal that have created an account will notice that when they login now, they will be required to setup 4 security questions and answers in addition to the previous security question. This is a one-time rule.

This will give users a total of 5 security questions and answers. Please make sure that these are questions and answers that you will be able to remember. The questions will appear in random order each time you login.

The screenshot shows the "Update Security Question and Answer" form in the EEA ePLACE portal. At the top left, there is a dark blue button labeled "Home". Below the header, the title "Update Security Question and Answer" is displayed. The form contains the following fields:

- \* User Name: A text input field with the value "sneha".
- \* Enter Security Question: A section with five questions labeled Q1 through Q5. Q1 has the value "pet name".
- \* Answer: A section with five answers labeled A1 through A5. A1 has the value "puppy".

At the bottom left of the form, there is a blue button labeled "Submit »" with a red border.

2. Every time you login, you will provide your username and password on the home screen. The next screen will ask you to answer one of your security questions.

The screenshot shows the EEA ePLACE Portal login page. At the top, there is a navigation bar with links for 'State Offices & Courts', 'State A-Z Topics', 'State Forms', and 'Accessibility FAQs'. Below this is the 'EEA ePLACE Portal' header. The main content area includes a 'Need Help?' section with contact information for the ePLACE Help Desk Team. There is a 'Login' section with fields for 'User Name or E-mail' (containing 'jdoe@state.ma.us') and 'Password' (containing 'password'). A 'Remember me on this computer' checkbox is also present. A 'Login' button is at the bottom right of the login section. A 'Home' button is located in the top left corner of the main content area.

The screenshot shows the Security Question Verification page. It features a 'Security Question Verification' header. Below the header, there is a text prompt: 'Below is a security question you answered when you first registered. Please provide your security answer so we can verify your identity.' A 'Security Question' dropdown menu is shown with 'love food' selected. Below this is a 'Security Answer' input field. At the bottom, there are two buttons: 'Continue' and 'Return to Login'.

3. Providing the correct answer will log you into your EEA ePLACE account.

The screenshot shows the EEA ePLACE Portal dashboard after login. The top navigation bar includes links for 'State Offices & Courts', 'State A-Z Topics', 'State Forms', and 'Accessibility FAQs'. The 'EEA ePLACE Portal' header is present. Below the header, there is a 'Logged in as: Jane Doe' section with links for 'Accessibility Support', 'Collections (0)', 'Reports (2)', 'Account Management', and 'Logout'. A 'Home' button is in the top left corner. The main content area includes a 'Need Help?' section with contact information. There is a 'Convenience Fee' section. Below this is a 'Home' button. At the bottom, there is a 'Dashboard' section with buttons for 'Dashboard', 'My Records', and 'My Account'. A 'Welcome Jane Doe' message is displayed, along with a 'What would you like to do?' prompt and a 'File an Online Application' button.



4. If an incorrect answer is provided, you will be prompted to try again. After 5 attempts, the user will be locked out of their account and will need to contact the EEA ePLACE help desk for assistance.

The screenshot displays the ePLACE Portal interface. At the top left is a 'Home' button. A prominent red error banner states: 'An error has occurred. Too many failed login attempts. Your account has been locked. Please contact the ePlace Help Desk for assistance at (844) 733-7522 or (844) 73-ePLAC.' Below this, the 'Welcome to the Commonwealth of Massachusetts ePLACE Portal' section provides an overview of services and lists options for licensees and applicants: 'Apply for, Renew, or Amend a License, Permit, Certificate or Notification' and 'Make Payments Online'. The 'ePLACE Portal Account Registration' section explains that users must first register from an account. On the right, the 'Login' section includes input fields for 'User Name or E-mail' and 'Password', a 'Login »' button, and links for 'Remember me on this computer', 'I've forgotten my password', and 'New Users: Register for an Account'.

## C. Account Management

From the Account Management page, Public Users can:

- a. [Update Login Information](#)
- b. [Update Contact Information](#)
- c. [Add a Delegate Contact](#)

## a. Update Login Information

1. Once you are logged in to your account, you can edit your Login Information. Click on the “Account Management” link at the top of the page.

An Official website of the Commonwealth of Massachusetts

### EEA ePLACE Portal

Logged in as: Jane Doe ☐ Accessibility Support Collections (0) Reports (2) **Account Management** Logout Announcements

Need Help? For technical assistance in using this web application, please call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays. If you prefer, you can also e-mail us at [ePLACE\\_helpdesk@state.ma.us](mailto:ePLACE_helpdesk@state.ma.us). For assistance with non-technical questions, please contact the issuing Agency directly using the links below.

Contact:  
[Energy and Environmental Affairs, MASSDEP](#)  
[Energy and Environmental Affairs, MDAR](#)  
[Energy and Environmental Affairs, DCR](#)

For DPL, DCAMP and ABCC permits or licenses, please [click here](#).

**Convenience Fee:** Please note there will be a convenience fee for all online credit card transactions. There is also a nominal fee for online payment by check.

**Home**

Dashboard My Records My Account

Welcome Jane Doe  
You are now logged in to the Commonwealth's EEA ePlace Portal.

**File an Online Application**

2. Click “Edit” button to update login information.

**Home**

Dashboard My Records My Account

**Manage Your Account**  
Your current account information is shown below. Click an Edit button to update information within a section.

**Account Type**  
Licensed Professional Account

**Login Information** **Edit**

User Name:  
E-mail:  
Password: \*\*\*\*\*  
Security Question: a  
Security Question: b  
Security Question: c  
Security Question: e

**Contact Information** **Add Delegate Contact**

To update your Contact Information below please click on Actions and Edit. For First name and last name changes, you will need to contact your agency.

If applicable to your application, to add Delegate Pin or Applicant Pin, please select "Add Delegate Contact"

Note - E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal.

Showing 1-1 of 1 | [Download results](#)

First Name	Middle Name	Last Name	Business Name	Contact Type	Account Owner	Status	Action
				PublicUser	No	Approved	<a href="#">Actions</a>

3. The Public User has the ability to update their password and security questions/answers.

### Login Information

\* User Name:

\* Registration E-mail Address:

\* Old Password:

\* New Password:

Password Strength  [Requirements](#)

\* Confirm Password:

\* Create Security Questions:

\* Answers:

[Save](#) [Back to Account Management](#)

## b. Update Contact Information

1. You may edit your contact information by clicking on the “Edit” option available next to your contact.

## Contact Information [Add Delegate Contact](#)

To update your Contact Information below please click on Actions and Edit. For First name and last name changes, you will need to contact your agency.

If applicable to your application, to add Delegate Pin or Applicant Pin, please select “Add Delegate Contact”

Note - E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal.

Showing 1-1 of 1 | [Download results](#)

First Name	Middle Name	Last Name	Business Name	Contact Type	Account Owner	Status	Action
Jane		Doe		PublicUser	Yes	Approved	<a href="#">Actions</a> <div> <a href="#">Edit</a> </div>

2. Update information as shown below.

Note: Editing your first and last name is not allowed. To make changes, you will have to contact the agency.

The screenshot shows a web application interface for viewing and updating contact information. At the top, there is a navigation bar with a 'Home' button and three tabs: 'Dashboard', 'My Records', and 'My Account'. Below the navigation bar, the page title is 'View Contact Detail'. A message states: 'Validate and update your contact information at this page.' The main section is titled 'Contact Information' and contains several form fields. The fields are organized as follows: 'Salutation:' with a dropdown menu showing '--Select--'; '\* First Name:' with a text box containing 'Jane'; 'Middle Name:' with an empty text box; '\* Last Name:' with a text box containing 'Doe'; '\* Country:' with a dropdown menu showing 'United States'; '\* P.O. Box / Address Line:' with a text box containing '1 Winter Street'; '\* City:' with a text box containing 'Boston'; '\* State:' with a dropdown menu showing 'MA'; '\* Zip:' with a text box containing '02108-'; '\* Primary Phone:' with a text box containing '888-888-8888'; 'Mobile Phone:' with an empty text box; and '\* Contact E-mail Address:' with a text box containing 'Jane.Doe@Mass.Gov'. At the bottom of the form, there is a blue 'Save' button and a link 'Back to Account Management'.

Home

Dashboard My Records My Account

**View Contact Detail**

Validate and update your contact information at this page.

**Contact Information**

Salutation: --Select-- \* First Name: Jane Middle Name: \* Last Name: Doe

\* Country: United States \* P.O. Box / Address Line: 1 Winter Street

\* City: Boston \* State: MA \* Zip: 02108-

\* Primary Phone: 888-888-8888 Mobile Phone:

\* Contact E-mail Address: Jane.Doe@Mass.Gov

Save Back to Account Management

c. **Add a Delegate Contact**

For instructions on addition of a delegate contact, click [here](#).

## D. Forgotten Password

1. If Public User forgets his password: Click on the “I’ve forgotten my password” link on the Login Page

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- Track the Status of Applications
- Review and Update Applications, Permitting and/or Certificate Information

First Time Users:

To register, [click here](#) create an account with a User name and Password. After

**Login**

User Name or E-mail:  
TEST17

Password:  
\*\*\*\*\*

☐ Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

**Login »**

Please note: At this time, the ePLACE Portal services only some (not all) licenses, permits and certificates issued by Energy and Environmental Affairs(EEA). It does not service any other type of license, permit or certificates that is issued or approved by the Commonwealth or any of its agencies or municipalities. ePLACE does not service any federal licenses or permits.

2. Enter email address used during registration, click continue

**Home**

**Reset Password**

If you forgot your password, a new one will be sent to you. To begin provide your e-mail address below.

\* Registration E-mail Address:

**Continue »**

3. Answer Security question, click “Send New Password” button

**Home**

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### Reset Password

The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.

Security Question:  
h


\* Security Answer?

  
  
[Send New Password »](#)

4. The system will send an email containing a temporary password to login.

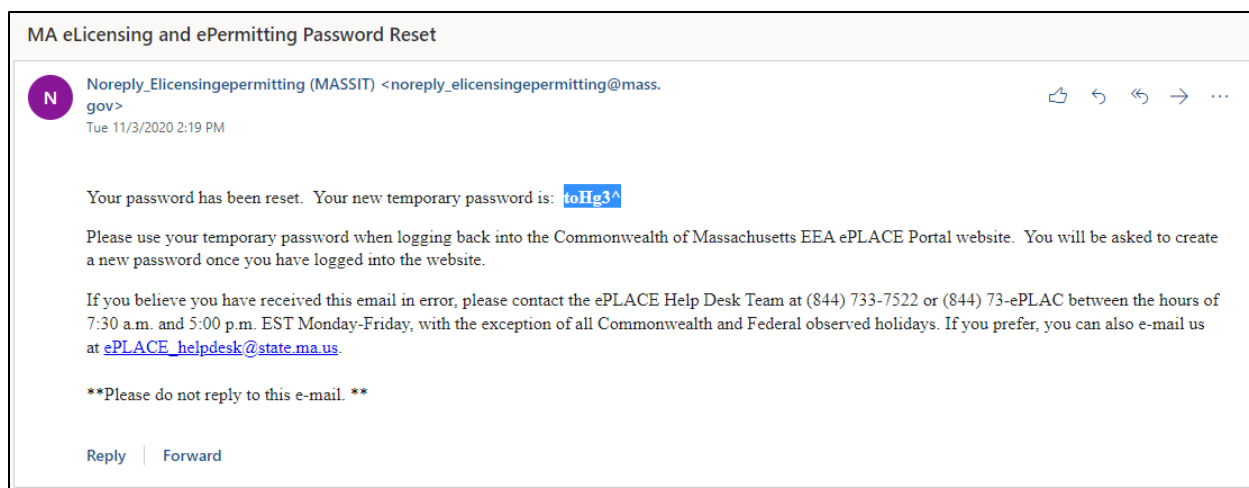
**Home**

---

 Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.


  

You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".



5. When you log back in with this temporary password, you will be prompted to change your password before you continue.

**Home**

 **An error has occurred.**  
Please update your login information with a new password.

### Change Password

\* User Name:

\* Old / Temporary Password:

\* New Password:

Password Strength  
[Requirements](#)

\* Confirm Password:

[Submit »](#)

## E. Announcements

Announcements or updates from EEA can be viewed by clicking on the “Announcements” link on the top of the page.

The screenshot displays the EEA ePLACE Portal interface. At the top, the Mass.gov logo and navigation links (State Offices & Courts, State A-Z Topics, State Forms, Accessibility FAQs) are visible. Below this, the portal title "EEA ePLACE Portal" is shown. A user is logged in as "Jane Doe", and the top navigation bar includes links for "Accessibility Support", "Collections (0)", "Reports (2)", "Account Management", "Logout", and "Announcements" (which is highlighted with a red box). The main content area contains a "Need Help?" section with contact information for the ePLACE Help Desk Team, a "Contact:" section with links to MASSDEP, MDAR, and DCR, and a "Convenience Fee" notice. A "Home" button is located below the notice. At the bottom, there is a "Dashboard" section with buttons for "Dashboard", "My Records", and "My Account", and a "Welcome Jane Doe" message. A large blue button labeled "File an Online Application" is also present.

Mass.gov State Offices & Courts | State A-Z Topics | State Forms | Accessibility FAQs

An Official website of the Commonwealth of Massachusetts

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Logged in as: Jane Doe ☐ Accessibility Support Collections (0) Reports (2) Account Management Logout **Announcements**

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Contact:  
[Energy and Environmental Affairs, MASSDEP](#)  
[Energy and Environmental Affairs, MDAR](#)  
[Energy and Environmental Affairs, DCR](#)

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Convenience Fee: Please note there will be a convenience fee for all online credit card transactions. There is also a nominal fee for online payment by check.

**Home**

Dashboard My Records My Account

**Welcome Jane Doe**  
You are now logged in to the Commonwealth's EEA ePlace Portal.

What would you like to do?

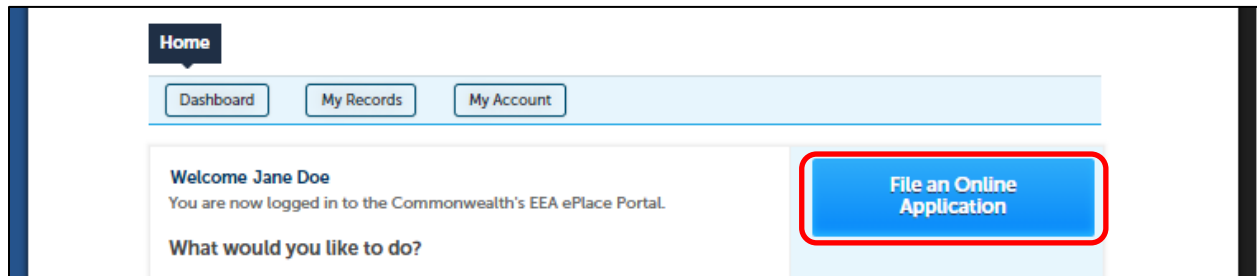
**File an Online Application**



## F. Applying for a Permit/License/Authorization/Registration/Notification

To file an online application, you need to be logged into your account. Begin the application process by following the steps listed below:

1. Click on the “File an online application” button.



2. Accept Terms and Click “Continue”.

A screenshot of the 'EEA ePLACE Portal Disclaimer' page. The page contains a welcome message and a disclaimer text. Below the disclaimer text, there is a checkbox labeled 'I have read and accepted the above terms.' which is currently unchecked. A blue button labeled 'Continue »' is located at the bottom of the page. The checkbox and the 'Continue' button are both highlighted with red rectangular borders.

3. Select Permit type and Click “Continue”. Click on the link to expand the options. Choose the applicable option.

A screenshot of the permit selection options. It shows a dropdown menu expanded for 'Energy and Environmental Affairs (DEP, MDAR, DCR, EEA)'. The options listed are: 'Apply for a DEP Authorization', 'Apply for a MDAR Authorization', 'Apply for a DCR Authorization', and 'Apply for a EEA General Request'. Below these options is a link labeled 'Link Your Account'. At the bottom, a blue button labeled 'Continue »' is highlighted with a red rectangular border.

4. Select a Record Type and click “Continue Application” to proceed with your application.

Note: Each program has specific requirements. Please make sure to check the program’s requirements before proceeding with your application.

**Home**

DEP Applications

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

Search

▼ Air Quality (AQ)

☐ AQ 50% or 25% Facility Emission Cap Application

☐ AQ01 - Limited Plan Approval for Fuel Utilization Emission Unit(s) Application

☐ AQ01 - Limited Plan Approval for Process Emission Unit(s) Application

☐ AQ01M - Permit Maintenance Application

☐ AQ02 - Comprehensive Plan Approval Crematory Application

☐ AQ02 - Non-Major Comprehensive Plan Approval Fuel Application

☐ AQ02 - Non-Major Comprehensive Plan Approval Process Application

☐ AQ03 - Major Comprehensive Plan Approval Fuel Application

☐ AQ03 - Major Comprehensive Plan Approval Process Application

☐ AQ08A/B/22 - Emission Control Plan Application

☐ AQ09 - Restricted Emission Status Application

☐ AQ14 - Operating Permit Application

☐ AQ18 - Creation of Emission Reduction Credits Application

☐ AQ30 - CO2 Budget Emission Control Plan Application

☐ AQ33 - LPA/CPA Consolidation Application

☐ AQMM - Modeling Submittal Application

▶ Drinking Water (DW)

▶ Hazardous Waste (HW)

▶ NPDES (WM)

▶ Solid Waste (SW)

▶ Water Pollution(WP)

▶ Watershed Management (WM)

▶ Waterways Chapter 91 (WW)

▶ Toxic Use Reduction (TUR)

Continue Application »

## G. Adding a Contact to access the Application.

Depending on the agency and program, you may have to share your application with other applicants or contributors before submission, to gain additional input.

You will be presented with either one of the following options depending on your application:

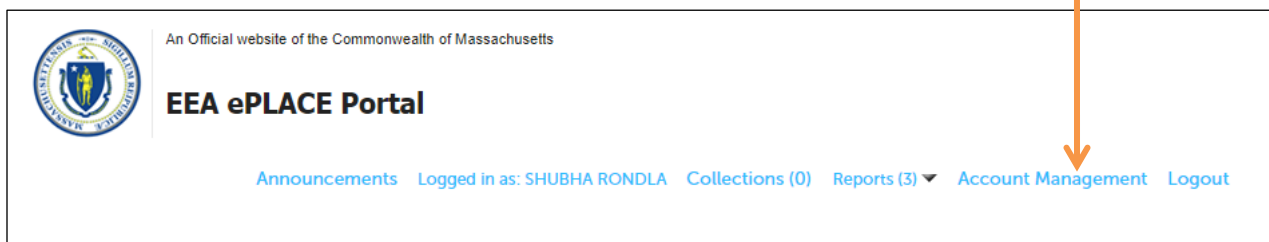
- a. [Delegate PIN](#)
- b. [Contact Sharing](#)

### a. Delegate PIN

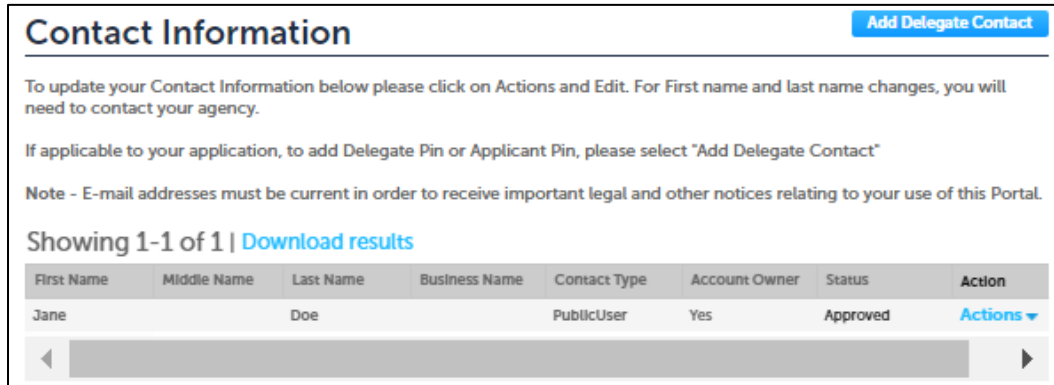
1. To make it easy to share an application in progress, the EEA ePLACE system allows the originator of the permit to allow other individuals to view and add input to the application before it is submitted. This is called “delegation”.
2. When the person who begins the application presses “SAVE AND RESUME LATER” at any time in the application process, they receive a notification, via email, with the Application ID and a Delegate Personal Identification Number (PIN).

Please use this PIN: 246621650576 to delegate AQ18 - Creation of Emission Reduction Credits Application application 16TMP-002531 to some other user.

3. If you want to share the application as it is being developed, you may forward this email to any individuals (i.e., delegates) you choose. Note that the delegate MUST have an EEA ePLACE account to access the application. After the delegate signs into their EEA ePLACE account, the next step is to click on the “Account Management” text in the top toolbar.



4. Next to the “Contact Information” header, the delegate will click on the “Add Delegate Contact” button.



**Contact Information** [Add Delegate Contact](#)

To update your Contact Information below please click on Actions and Edit. For First name and last name changes, you will need to contact your agency.

If applicable to your application, to add Delegate Pin or Applicant Pin, please select “Add Delegate Contact”

**Note** - E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal.

Showing 1-1 of 1 | [Download results](#)

First Name	Middle Name	Last Name	Business Name	Contact Type	Account Owner	Status	Action
Jane		Doe		PublicUser	Yes	Approved	<a href="#">Actions</a> ▼

5. A pop-up window will appear asking you to enter the PIN from the email received from the permit originator. Check your email notification for the PIN.

Please use this PIN: 246621650576 to delegate AQ18 - Creation of Emission Reduction Credits Application application 16TMP-002531 to some other user.

6. Enter the PIN and click “Continue”. This will add the application to the delegate’s account.



**Contact Information**

\* PIN

[Continue](#) [Clear](#) [Discard Changes](#)

7. You will be directed back to this page. To access the application, click on “Resume Application” to the right of the line item. The delegate is now able to view and make changes to the application.

▼ DEP ←								
Showing 1-10 of 92   <a href="#">Download results</a>   <a href="#">Add to collection</a>								
<input type="checkbox"/>	Date	Record Number	Record Type	Facility/Location Address	Legacy ID	Expiration Date	Status	Action
<input type="checkbox"/>	11/03/2020	<a href="#">20-WP28-0023-APP</a>	WP28 - Sampling and Analysis Plan Approval Application	TEST ABIGAIL   WESTPORT, MA 02790			In Review	
<input type="checkbox"/>	11/03/2020	20TMP-012348	SW Beneficial Use - SW42 BUD Application for Secondary Material in Unrestricted Applications					<a href="#">Resume Application</a>

At any time, as the originator of the application, you can remove delegates by contacting the help desk at 844-733-7522, Monday-Friday, between the hours of 7:30 am-5:00 pm. The help desk is closed for all state and federal legal holidays. You can also email us at [ePLACE\\_helpdesk@mass.gov](mailto:ePLACE_helpdesk@mass.gov).

## b. Contact Sharing

New applications in the system allow addition of a preparer as part of the application submission process. The preparer will have to be registered in order to be available for addition. To add a preparer, follow the steps listed here:

1. In the Application Contributors section, select ‘Look Up’.

**Application Contributors**

If multiple users will be coordinating in the preparation of this application, you will need to add them below.

Note – If you are unable to find the correct contributor, click on the “Save and resume later” button. Advise the contributor to create an account in the EEA ePLACE Portal and then resume the application.

**Look Up**

Showing 0-0 of 0

Name	Organization Name	Contact Person	Telephone #	E-mail	Action
No records found.					

[Continue Application »](#)[Save and resume later](#)

2. Enter the name of the individual or preparer and click 'Look Up'.

### Search for Contact

To search for individual contact, please enter First Name, Last Name, or Middle Name

First Name:

Middle Name:

Last Name:

Look Up

Clear

Cancel

3. Select the name from the list of available options.

### Search for Contact

To search for individual contact, please enter First Name, Last Name, or Middle Name

[Revise Search](#)

Select a contact to attach to this application.  
If the contact has multiple addresses, you can select which to use in the next step.

Showing 1-10 of 22

	First Name	Middle Name	Last Name	Name of Organization	Contact Person	Telephone #	E-mail
<input checked="" type="radio"/>	Jane	Chloe	Burke				
<input type="radio"/>	Jane		Chang				
<input type="radio"/>	Jane		Karr				
<input type="radio"/>	Jane		Miller				
<input type="radio"/>	Jane		Rumrill				
<input type="radio"/>	Jane		Swift				
<input type="radio"/>	Jane		Testa				
<input type="radio"/>	Janel		Maysonet				
<input type="radio"/>	Janella		Miller				
<input type="radio"/>	Janelle		Alves				

< Prev

1

2

3

Next >

Continue

Discard Changes

4. Save the selection and click 'Continue Application' to proceed with your application.

### Application Contributors

If multiple users will be coordinating in the preparation of this application, you will need to add them below.

Note – If you are unable to find the correct contributor, click on the "Save and resume later" button. Advise the contributor to create an account in the EEA ePLACE Portal and then resume the application.

[Look Up](#)

✓ **Contact added successfully.**

Showing 1-1 of 1

Name	Organization Name	Contact Person	Telephone #	E-mail	Action
Jane Doe			888-888-8888	8@gmail.com	<a href="#">Edit/View</a> <a href="#">Delete</a>

[Continue Application »](#) [Save and resume later](#)

5. The preparer can now access the application. After logging into the account, click on 'Resume Application' to the right of the line item against the application TMP record to proceed with the application.

▼ DEP ←								
Showing 1-10 of 39   <a href="#">Download results</a>   <a href="#">Add to collection</a>								
<input type="checkbox"/>	Date	Record Number	Record Type	Facility/Location Address	Legacy ID	Expiration Date	Status	Action
<input type="checkbox"/>	11/03/2020	<a href="#">WP28-0000011</a>	WP28 - Sampling and Analysis Plan Approval Authorization	tsting wp28   QUINCY, MA 02171-2821		11/03/2119	Amendment Submitted	
<input type="checkbox"/>	11/03/2020	20TMP-012339	WP28 - Sampling and Analysis Plan Approval Application					<a href="#">Resume Application</a>

## H. Upload Documents to Your EEA ePLACE Application

Attaching the required documentation to your application, renewal or amendment can be done by following these steps.

1. Each application has specific documentation requirements that will populate under the “Documents” header.

The screenshot shows the application progress bar with steps 1 through 7. Step 4, 'Documents', is the active step. Below the progress bar, the text 'Step 4: Documents > Page 1 of 1' is displayed. A note indicates that an asterisk (\*) denotes a required field. Under the 'Documents' header, a message states: 'Please upload 2 Required Document(s) which are mandatory to Submit this Application:'. Below this message, a list of required documents is shown: '1. Additional Documentation' and '2. MassDEP Application Form'. An orange arrow points to the second item in the list.

2. To upload your documentation (*can be MS Word, MS Excel, PDF, JPEGs no larger than 100 MB*), click the “Browse” button.

The 'Attach Documents' interface shows a message: 'The maximum file size allowed is 100 MB.' Below this is a table with columns: Name, Type, Size, Latest Update, Description, and Action. The table currently contains the text 'No records found.' At the bottom of the interface, there are three buttons: 'Browse', 'Continue Application >', and 'Save and resume later'.

3. A pop-up will let you choose a file from your computer and tell you when the document has been uploaded. Click “Continue”.

The 'File Upload' pop-up window displays the message: 'The maximum file size allowed is 100 MB.' The upload area is currently empty.

The 'File Upload' pop-up window shows a file named 'zombietest.pdf' being uploaded. A progress bar indicates that the upload is at 100%.



4. The pop-up will close, and you will be returned to your permit page. It will show that your document is uploaded to the system. There will be 2 fields that will need to be filled out: “Type” and “Description”. The “Type” dropdown menu will have the name of the document relevant to your permit, and you can add a brief description. You must click “Save” before continuing with your application.

The screenshot shows a form for uploading a document. It includes a dropdown menu for "Type" with "--Select--" as the current selection. Below it is a file upload section showing "zombietest.pdf" with a "100%" progress bar. A text area for "Description" is also present. At the bottom, there are buttons for "Save", "Browse", "Remove All", "Continue Application »", and "Save and resume later". A "Remove" link is visible in the top right corner. Orange arrows point to the "Type" dropdown, the file progress bar, the "Description" text area, the "Save" button, and the "Continue Application »" button.

5. Your documents will show up in your application with a Name, Type, and Description besides other details. Click “Continue Application” to move on to the next step of completing your submission.

**Attachment**

When uploading file document(s) the maximum file size allowed is 50 MB.  
The 'File Name' (including file extension) MUST NOT exceed 75 characters in length.  
The document 'Description' MUST NOT exceed 50 characters in length.  
Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.  
.exe;.dll;.js;.msi;.bat;.vbs;.bin;.sql are disallowed file types to upload.

Name	Type	Size	Latest Update	Description	Action
<a href="#">zombietest.pdf</a>	MassDEP Application Form	164.87 KB	11/04/2020	TEST DOCUMENT	<a href="#">Actions ▼</a>

[Browse](#)

[Continue Application »](#) [Save and resume later](#)

## I. Making an Online Payment

The final step in most application submissions is the payment of a fee. In the EEA ePLACE PORTAL, a user can pay a fee by making an online payment or by sending a payment via mail. This section focuses on steps to submit an online payment.

1. Upon reaching the Payment Page, click on the “Pay Online” button to make an online payment. You will be redirected to our vendor, nCourt’s payment page.

**WP28 - Sampling and Analysis Plan Approval Application**

1	2	3	4 Documents	5 Special Fee Provision	6 Review	7 Pay Fees	8 Application Submitted
---	---	---	-------------	-------------------------	----------	------------	-------------------------

### Step 7: Pay Fees

Listed below is the fee for the authorization that you are applying for. The following screen will display your total fees.

Payment may be made by electronic check or credit card for a nominal processing fee. The electronic check fee is \$0.35 per transaction. Credit card payments are 2.35% per transaction. Clicking on the PAY ONLINE button will bring you to the secure online payments portal. Once you have made payment, you will be returned to your application for submittal.

Payment may also be made by mail. However, review of your permit will not begin until payment is received. By clicking on the Pay by Mail button, you will have submitted your application. You will receive a notification email with the location and address to send your payment. That information is also available in the instructions for this authorization.

#### Application Fees


Fees	Amount
WP28 Application Fees	\$860.00

\$860.00


Pay Online »

Pay by Mail »


2. Provide the Billing and Payment Information. Select the checkbox to agree with the terms of payment and click "Submit Payment".




This is an official application of the Commonwealth of Massachusetts  
Massachusetts Department of Environmental Protection



Executive Office of Energy  
and Environmental Affairs



Mass.gov



Department of Environmental Protection

1 Winter Street Boston, Massachusetts 02108  
Phone 617-292-5999

There is a 2.35% convenience fee for processing credit card payment(s) and a .35 convenience fee for Electronic Check/ACH online / [ACH FAQ](#)

Payment

Payment

You have elected to pay for the following item(s).

Description	ID	Amount
DEP/WP/WP28/Application	20TMP-012386	\$860.00
		<b>\$860.00</b>

Total Amount Due: **\$880.21**

Billing Information

First Name \*

Last Name \*

Street \*

City \*

State/Territory

Zip \*

Phone Number

Email

Confirm Email

Payment Information

Card Type

Card Number

CVV Code

Expiration

Check to accept both the Commonwealth of Massachusetts  
and nCourt Terms Agreements.  
☒ I Accept

Back

Please Verify above information before the Submit Payment  
Button is pressed. Do not click Submit Payment button more  
than one time.

Submit Payment

powered by nCourt


**Note:** A convenience fee of 2.35% of the transaction amount will be charged for Credit/Debit transactions and \$0.35 will be charged for Electronic Check/ACH transactions.

3. Upon successful payment, you will be redirected back to the EEA ePLACE portal's page.

**WP28 - Sampling and Analysis Plan Approval Application**

1	2	3	4 Documents	5 Special Fee Provision	6 Review	7 Pay Fees	8 Record Issuance
---	---	---	-------------	-------------------------	----------	------------	-------------------

**Step 8 : Record Issuance**

 Successfully Completed.

Thank you for using our online services.  
**Your Record Number is 20-WP28-0028-APP.**

You will need this number to check the status of your application.

## J. Check Status of a Record

1. To check the status of a record, login to your account and go to the 'My Records' tab. A list of all your records will be displayed. The status is displayed alongside the record.

Home

Dashboard

My Records

My Account

▼ DEP

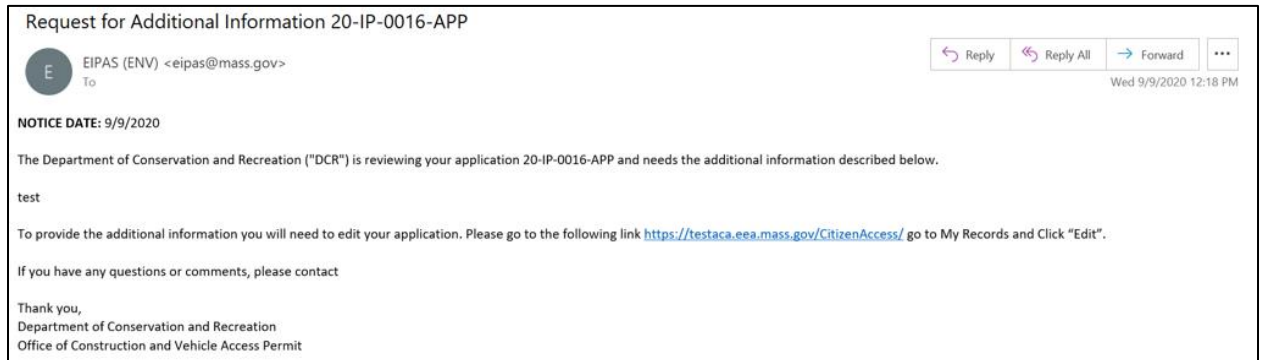
Showing 1-10 of 45 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Facility/Location Address	Legacy ID	Expiration Date	Status	Action
<input type="checkbox"/>	09/30/2020	<a href="#">20-WW-PRE-0023-APP</a>	Waterways Pre-Application for WW06 and WW24				Submitted	
<input type="checkbox"/>	09/30/2020	20-HW22-0001-APP	HW22 - Recycling Level 1 Permit Application	TEST ABIGAIL   WESTPORT, MA 02790			In Review	<a href="#">Edit</a>
<input type="checkbox"/>	09/28/2020	<a href="#">WP56-0000006</a>	WP56 - Industrial Wastewater Holding Tank Compliance Certification Authorization	TEST ABIGAIL   WESTPORT, MA 02790		09/28/2119	Cancelled	
<input type="checkbox"/>	09/25/2020	<a href="#">WP56-0000002</a>	WP56 - Industrial Wastewater Holding Tank Compliance Certification Authorization	TEST ABIGAIL   WESTPORT, MA 02790		09/25/2119	Active	

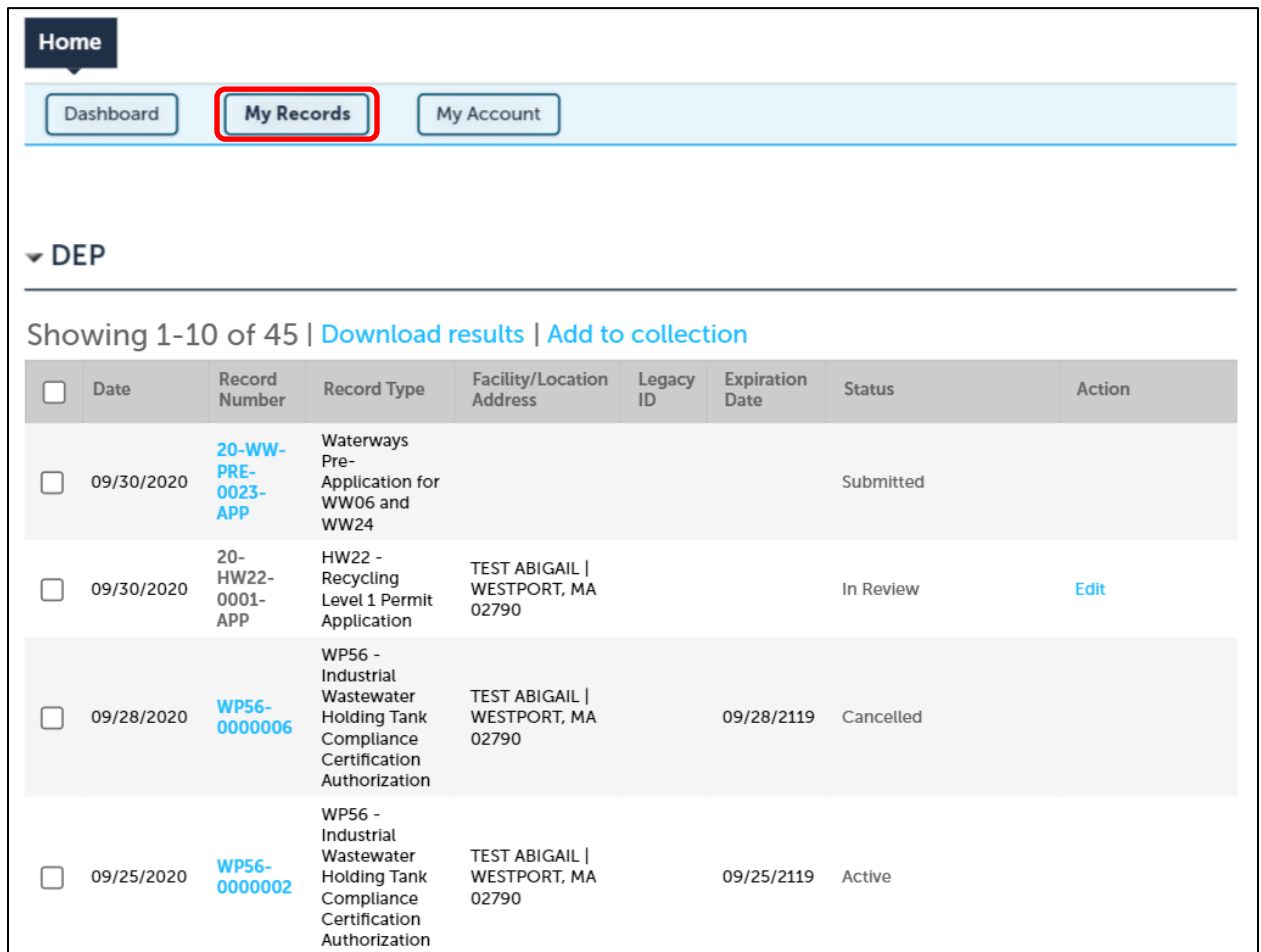
## K. Editing an Application

1. In certain instances, the agency may request you to edit your application. You will receive an email notification with comments from the agency.

**Note:** Once an application is submitted, you will not be allowed to make changes unless the agency requests you to do so.



2. To edit an application, login to the account and go to the 'My Records' tab.



3. Click on the 'Edit' option available next to your record.

<input type="checkbox"/>	09/30/2020	20- HW22- 0001- APP	HW22 - Recycling Level 1 Permit Application	TEST ABIGAIL   WESTPORT, MA 02790	In Review	<a href="#">Edit</a>
--------------------------	------------	------------------------------	--	---	-----------	----------------------

4. You will be taken to the application. Click the 'Edit Application' button to start editing your application.

**HW22 - Recycling Level 1 Permit Application**

1	2	3 Documents	4 Special Fee Provisions	5 Applicant and Contributors	6 Review	7 Application Submitted
---	---	-------------	--------------------------	------------------------------	----------	-------------------------

**Step 6: Review**

Submit Updated Information

Please review all information below. Click the "Edit" buttons to make changes to sections or "Submit Updated Information" to submit.

**Review and Certification**

Edit Application

## L. Amend or Renew an Existing Permit/ License/ Authorization

1. Login to your account and go to the 'My Records' tab.

Home

Dashboard

My Records

My Account

DEP

Showing 1-10 of 45 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Facility/Location Address	Legacy ID	Expiration Date	Status	Action
<input type="checkbox"/>	09/30/2020	20-WW-PRE-0023-APP	Waterways Pre-Application for WW06 and WW24				Submitted	
<input type="checkbox"/>	09/30/2020	20-HW22-0001-APP	HW22 - Recycling Level 1 Permit Application	TEST ABIGAIL   WESTPORT, MA 02790			In Review	<a href="#">Edit</a>
<input type="checkbox"/>	09/28/2020	WP56-0000006	WP56 - Industrial Wastewater Holding Tank Compliance Certification Authorization	TEST ABIGAIL   WESTPORT, MA 02790		09/28/2119	Cancelled	

2. A list of all your records will be displayed. If your record is eligible for an amendment or a renewal, a link will be displayed alongside the record. Click on the link to be taken to the amendment or renewal application.

**Note:** Refer to your program's instructions for details regarding your amendment or renewal process.

<input type="checkbox"/>	09/23/2020	SW35-0000004	SW35 - New RCC Technology Demonstration Project Authorization	TEST ABIGAIL   WESTPORT, MA 02790		09/23/2022	Active	<a href="#">Amendment</a>
<input type="checkbox"/>	08/12/2020	WM06-0000003	WM06 - Minor NPDES Surface Water Discharge Permit Authorization	TEST ABIGAIL   WESTPORT, MA 02790	test	08/01/2020	Pending Renewal	<a href="#">Renew Authorization</a>



## M.EEA General Requests

In addition to submission of initial applications, renewals and amendments, the EEA ePLACE portal has applications that allow a user to:

**a. Claim an Authorization/Permit/License**

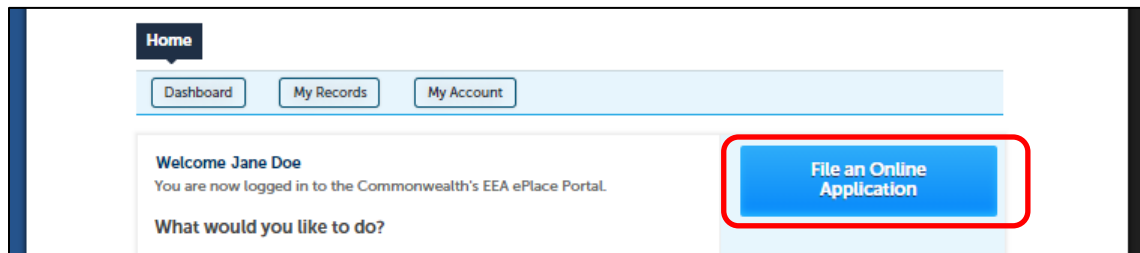
This process is called the **Claim Authorization Process**. By submitting a Claim Authorization Form, a user can gain access to their record online to submit amendments or renewals online. For instructions to submit a Claim Authorization Process, click [here](#).

**b. Request Access to a Record**

This process is called the **Request Record Access Process**. By submitting a Request Record Access Form, a user can request ownership of a record. Upon approval by the agency, the record will be transferred to the new owner's account. For instructions to submit a Request Record Access Form, click [here](#).

To submit an EEA general request application, login to your account and begin the application process by following the steps listed below:

**1. Click On "File An Online Application"**



**2. Accept the terms and Click 'Continue'.**

A screenshot of the 'EEA ePLACE Portal Disclaimer' screen. The title is 'EEA ePLACE Portal Disclaimer'. The text reads: 'Welcome to the Commonwealth of Massachusetts EEA ePLACE (ePermitting) portal. In order to continue, you must review and accept the terms outlined as set forth below. Click the "Continue" button in order to proceed with the online submission process.' Below this is a scrollable box containing the following text: 'In order to perform licensing and permitting transactions online, you were required to register for the Commonwealth of Massachusetts EEA ePLACE (ePermitting) portal. All registered users in this Portal are required to agree to the following: 1. Use of the Commonwealth of Massachusetts EEA ePLACE (ePermitting) portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online'. At the bottom left of the scrollable box, there is a checkbox labeled 'I have read and accepted the above terms.' Below the scrollable box, there is a blue button labeled 'Continue »'.

3. Expand the 'Apply for an EEA General Request' link by clicking on it. Select the appropriate form to proceed with your application.

**Home**

[File an Online Application](#)

## Commonwealth of Massachusetts EEA ePLACE (ePermitting) Online Services

**New Applicants:**  
The Commonwealth of Massachusetts EEA ePLACE (ePermitting) portal provides the ability to file applications for licenses, permits, certificates, notifications and registrations. From the listing below, please click on the appropriate link to expand the options, select the service that you would like to use and click the continue button.

**Existing Applicants:**  
Click Home and use the "My Records" tab to renew or amend a license, permit, certification or registration. If they are not listed under the "My Records" tab, please select the "Link your account" option found in section below. You will be prompted for a "record identification code" and "authorization code." from the Account Link notification you received. If you have not received a notification letter, please contact the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLACE between the hours of 7:30 AM - 5:00 PM Monday-Friday.

- ▶ [Apply for a DCR Authorization - Construction and Vehicle Access Permits](#)
- ▶ [Apply for a DCR Authorization - Special Use Permits](#)
- ▶ [Apply for a DEP Authorization - Air Quality \(AQ\)](#)
- ▶ [Apply for a DEP Authorization - Drinking Water \(DW\)](#)
- ▶ [Apply for a DEP Authorization - Hazardous Waste \(HW\)](#)
- ▶ [Apply for a DEP Authorization - NPDES \(WM\)](#)
- ▶ [Apply for a DEP Authorization - Solid Waste \(SW\)](#)
- ▶ [Apply for a DEP Authorization - Watershed Management \(WM\)](#)
- ▶ [Apply for a DEP Authorization - Waterways Chapter 91 \(WW\)](#)
- ▶ [Apply for a DEP Authorization - Toxic Use Reduction \(TUR\)](#)
- ▶ [Apply for a MDAR Authorization](#)
- ▼ [Apply for an EEA General Request](#)
  - ☐ Claim Authorization Form
  - ☐ Request Record Access Form

[Continue »](#)

For instructions to submit a Claim Authorization Process, click [here](#).

For instructions to submit a Request Record Access Form, click [here](#).

## N. Frequently Asked Questions

### General Questions

- 1.** What features are currently available in the EEA ePLACE system that will help me with my permits?

**A:** The EEA ePLACE system will provide citizens with access to

- 1) Apply and pay for permits online,
- 2) Renew licenses and certifications,
- 3) Upload supporting documentation for the application,
- 4) Track the submittal through the approval process.

- 2.** What are the browser requirements to use the online portal?

**A:** The preferred browser for the online portal is Microsoft Edge. Although the portal is compatible with other browsers, certain features may not render.

- 3.** What does “Authorization” mean? I thought I was filing for a permit/license/certification?

**A:** An “Authorization” is a system term used to define either a permit, certification, license, registration or notification.

- 4.** What is a “Record”?

**A:** A “Record” is a system identifier for a broad range of forms, such as an application, license, permit, or certification.

- 5.** If I need help, can I talk to someone?

**A:** Yes, depending on the type of issue you are encountering, you are provided with the following options:

- If this is a specific question that relates to the permit (E.g. ‘What is my permit number?’ etc.), please call the agency directly using the information provided on MASS.GOV’s page for your permit.
- However, if this is a technical question related to using your account, we advise you to reach out to our helpdesk representatives by calling the EEA ePLACE help desk at 844-733-7522, Monday-Friday, between the hours of 7:30 am-5:00 pm. The help desk is closed for all state and federal legal holidays. Alternatively, you can also email the helpdesk at [ePLACE\\_helpdesk@mass.gov](mailto:ePLACE_helpdesk@mass.gov). The EEA ePLACE help desk can assist you with resetting your password (which you can also reset online) or assist if/when the system is having technical difficulties.

- 6.** Do all permits have to be submitted online?

**A:** Currently, most of the permits in the system are accepted online. It is highly preferred that all applications for these permits be received through the EEA ePLACE portal. In special circumstances, paper applications will be made available. You can contact the agency using the

information provided on MASS.GOV's page for your permit, to get directions on obtaining a paper copy of these permits.

7. What authorizations are available through the EEA ePLACE portal?

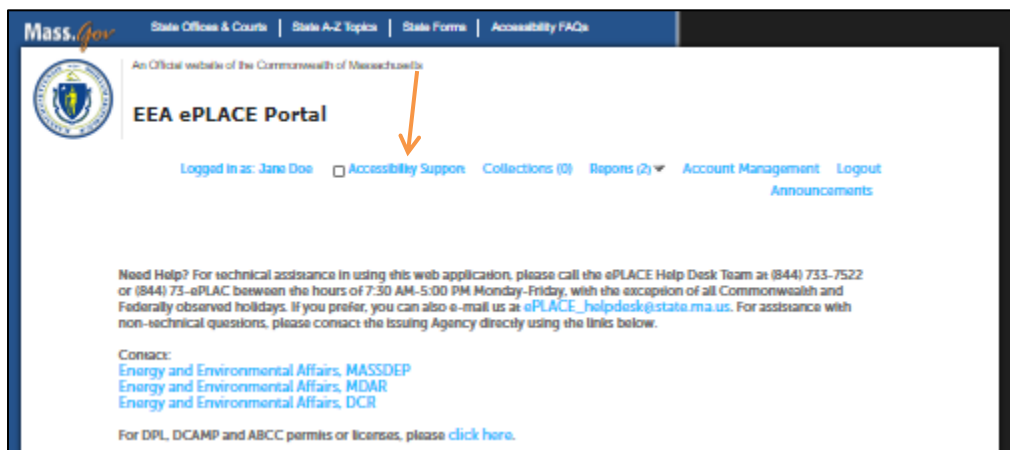
A: For a list of all permits that are available online for DEP, MDAR and DCR, click [here](#).

8. Are other languages available for the current permits?

A: The EEA ePLACE portal is available only in English.

9. Is there an Accessibility version of the EEA ePLACE portal that I can use?

A: You will need to login to the EEA ePLACE portal to select the Accessibility Support checkbox that displays on the home page.



10. How can I look for permits that are being submitted in my town/city/county?

A: The [EEA ePLACE Public Access Portal](#) will allow you to search for all applications that have been submitted online. The portal allows search by location, name of facility, type of permit, category, and date range. You can also view and make comments on permits in your area.

## Registration Questions

1. How do I register for an account? Do I need any special information?

A: Registering for an account is easy! Please click [here](#) for instructions. You will need a valid email address, phone, and location/address to apply.

2. What if I have a change of address after I register?

A: You can change your address on the EEA ePLACE portal by clicking on the "My Account" tab. You can change your contact information by clicking on the "actions" button and choosing "edit". You will find your address and other corresponding information on your account. If you want to change the address for a specific permit, you will need to contact your Agency and Program to determine if that is allowed. Only certain permits allow address changes.

Home

Dashboard

My Records

My Account

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Contact Information

Add Delegate Contact

To update your Contact Information below please click on Actions and Edit. For First name and last name changes, you will need to contact your agency.

If applicable to your application, to add Delegate Pin or Applicant Pin, please select "Add Delegate Contact"

Note - E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal.

Showing 1-1 of 1 | [Download results](#)

First Name	Middle Name	Last Name	Business Name	Contact Type	Account Owner	Status	Action
Jane		Doe		PublicUser	Yes	Approved	<div>Actions</div> <div>Edit</div>

3. I have forgotten my password!!

**A:** You can reset your password by clicking the "I've forgotten my password" link on the login page and answering your security question. Please note that answers are case sensitive. A temporary password will be sent to you via email. When you log back in with this temporary password, you'll be prompted to change it before you continue. For instructions on how to reset your password please [click here](#).

4. I cannot remember my security question! What can I do?

**A:** If you have any difficulties logging in or have forgotten your security question/answer, contact the help desk at 844-733-7522, Monday-Friday, between the hours of 7:30 am-5:00 pm. The help desk is closed for all state and federal legal holidays. You can also email us at [ePLACE\\_helpdesk@mass.gov](mailto:ePLACE_helpdesk@mass.gov).

## Payment Questions

1. Can I pay for my permit online?

**A:** Paying online is available for all EEA ePLACE authorizations (permits, licenses, certifications, and notifications). A final step in your authorization application is payment (when applicable). You have the option to pay with a credit/debit card or via an online check (ACH). There will be nominal fees: (0.35¢ for ACH) and 2.35% of the authorization application fee for using the online payment process.

**2. Is my personal information safe through EEA ePLACE?**

**A:** Your personal information is very safe with the EEA ePLACE portal. For more information on how we protect all information, visit EEA's [security web page](#).

**3. Does the system keep track of my credit card/banking information or do I have to enter it every time I renew/apply for a permit/license/certification?**

**A:** The EEA ePLACE portal does NOT retain your credit card information. You will need to re-enter all payment information for each payment of permit application.

**4. What credit cards are accepted for payment?**

**A:** You can pay online with your Mastercard, Visa, Discover, or American Express credit and debit cards. Also, you can make a payment with your bank account/ routing information.

**5. Can I make a partial payment online?**

**A:** Payment must be in full for the application to be processed. For Mass DEP Agency, partial payments are only accepted in special circumstances, such as a hardship request that the applicant identifies during the application process in the Special Fees Section. If the hardship is approved, application review will begin with the agreed upon payment amount. Application review can begin without payment if the applicant identifies as Fee Exempt in the Special Fees Section.

### **Permit Filing Questions**

**1. Can several people work on the same permit?**

**A:** Yes. For instructions, [click here](#).

**2. For Mass DEP Permits, I am unable to lookup my facility while submitting my application. What do I do?**

**A:** If you are unable to find a facility, please reach out to your program's [contact person](#).

**3. How long do I have to wait before my permit is completed?**

**A:** Your permit application will be reviewed as soon as the associated fees have been paid and all supporting documentation for the application has been received. You can check the status of the permit by logging into the EEA ePLACE portal and going to "My Records" to see the status of the application.

**4. What are the file requirements to upload supporting documentation for my permit?**

**A:** File size requirements are 100 MB or smaller to upload in the EEA ePLACE portal.

**5. Is there a limit to the number of documents that can be attached to the application?**

**A:** There is no limit to the number of documents you can upload.

**6.** What types of files can be uploaded?

**A:** You can upload any file type (MS Word, Excel, PDF, etc.).

**7.** Is there autosave during the filing process?

**A:** The EEA ePLACE portal does not have an autosave feature. Users will need to manually save any updates or transactions to ensure their information is not lost when leaving the portal for more than 30 minutes. Use the “Save and resume later” button to save a temporary record.

**8.** What is a POR?

**A:** A POR is a “Proof of Record”. All applicants will receive a POR document following the submittal of their application. The POR is a “copy” of their application (like the review page in the application). The POR will be sent to the applicant’s email within 24 hours of submitting their application.